

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-12-26

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
18	18	0	Pass	NA

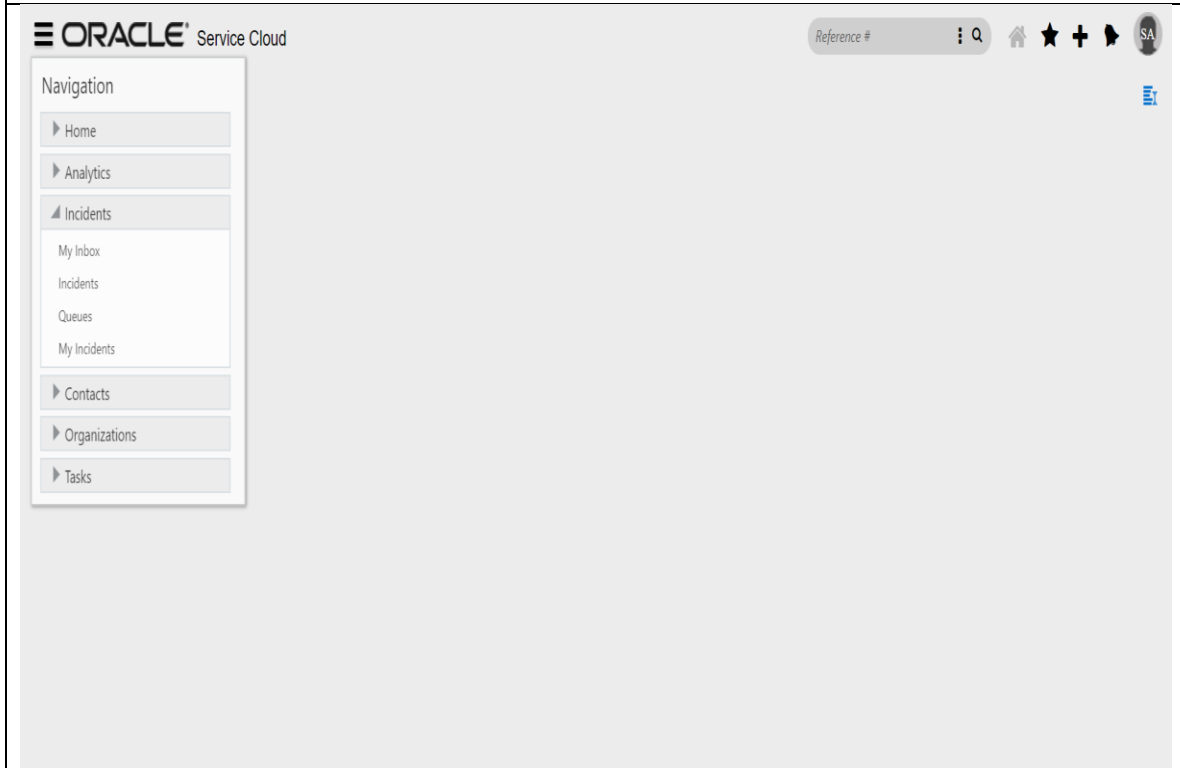
Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickonSideNavigation is clicked

Status: Pass



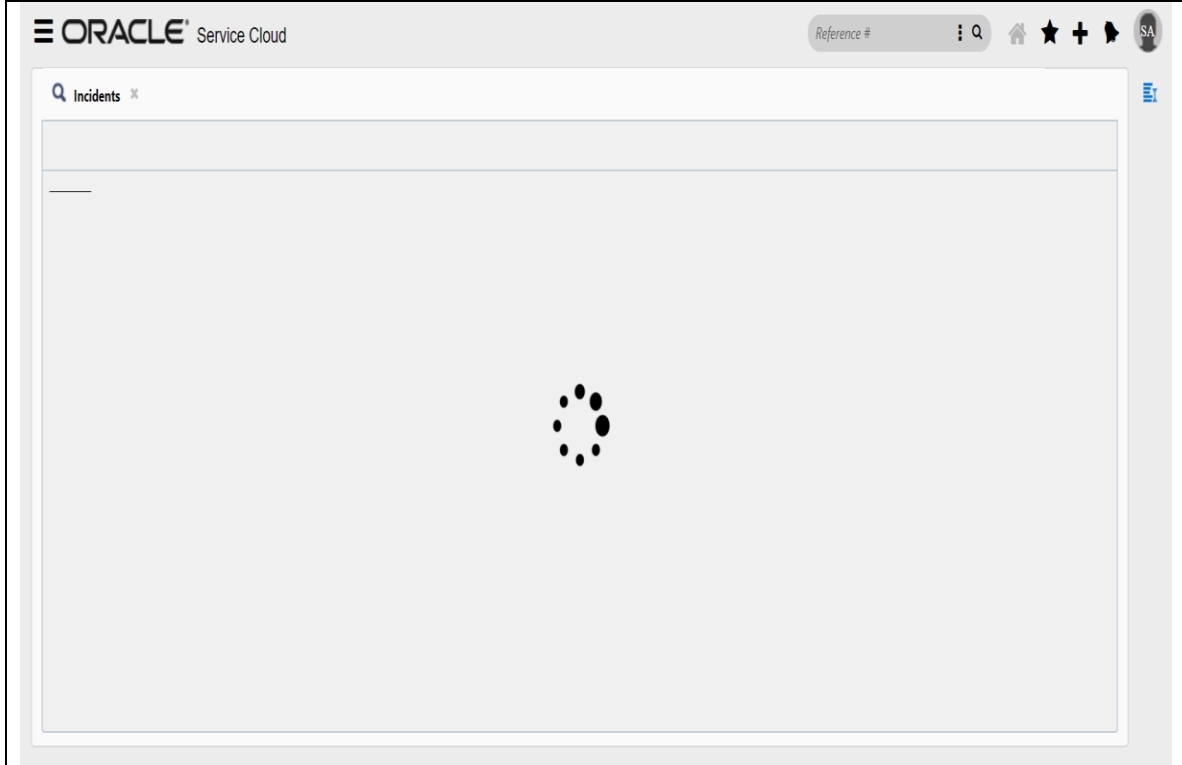
Step No:2

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



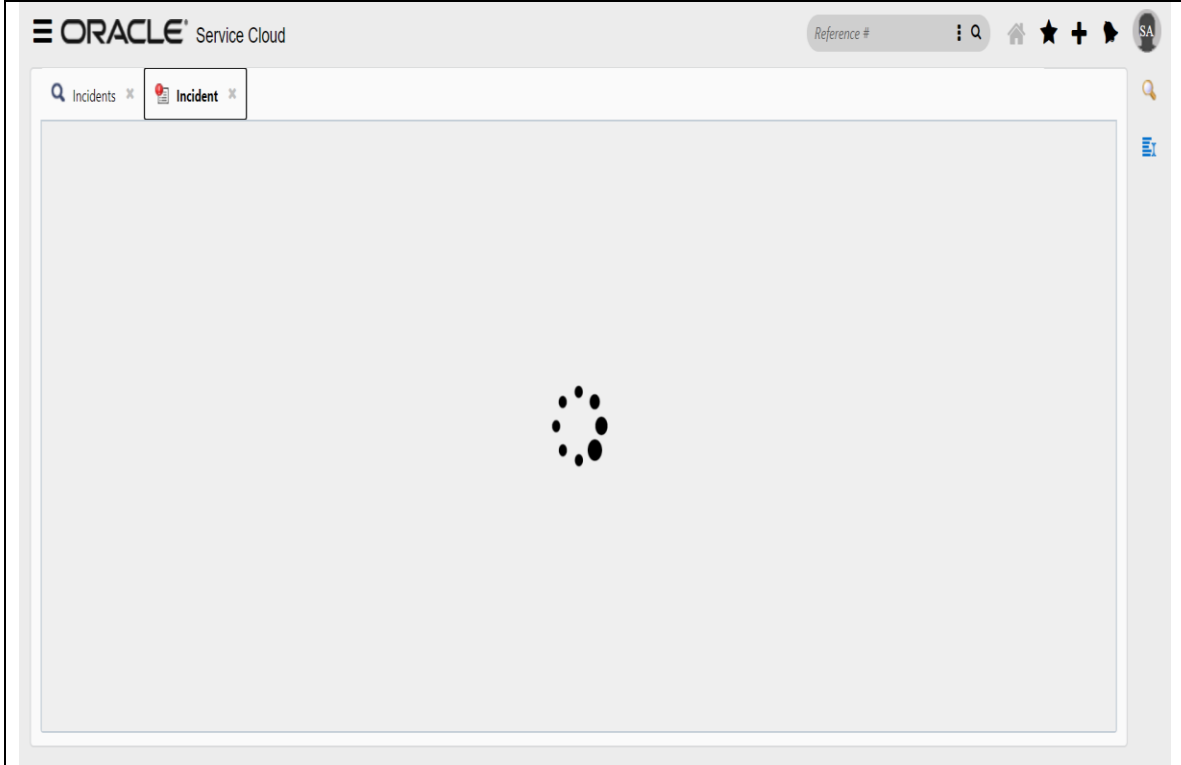
Step No:3

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:4

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows a breadcrumb trail: Incidents > 200810-000036. Below this, there are action buttons: Save, Save & Close, Refresh, New, and Print. A tabbed interface includes Summary, Messages, Contacts, Details, Time Billed (0), Tasks, Organization, Web Visit, Attachments (selected), and Audit Log. The Attachments tab features an Upload button, Download, Properties, and Delete options. A table with columns Name, Size, Created, Updated, Description, Private, and Action is present, but it is empty with the message 'No items to display.' The user's profile 'SA' is shown in the top right corner.


Step No:5






Step Description: Waittime



Expected Result: Waittime














Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

 Service Cloud

Reference #      SA

 Incidents 

 Search  Refresh  Reset  Open  New  Print  Copy  Assign  Propose  Fill Inbox  Delete  Bookmark 

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104

991 Records

